**ECO4 and Great British Insulation Scheme Flex installer verification letter**

[LA/DA address]

[LA/DA number XXXXXXXXXX]

[Email XXXXX@XXXX.gov.uk]

[Date DD Month Year]

Dear Householder,

**[Insert Local Authority (LA) / Devolved Administration (DA) name]** participates in an element of the Government’s Energy Company Obligation (ECO4) scheme known as ECO4 Flex, and/ or the Flex element of the Great British Insulation Scheme[[1]](#endnote-2).

The schemes aim to identify both low-income or vulnerable householders who do not get means tested benefits (such as Income Support or Guaranteed State Pension Credit) and who may benefit from heating and energy saving measures in their home, such as boiler replacements and insulation.

You have been approached by a surveyor working for **[Insert installer name]**. Surveyors can notify eligible households to the local authority or devolved administration.

**The surveyor does not work for [Insert LA/DA name].**

The surveyor may be required to capture and submit evidence of your income to **[Insert LA / DA name]** so an assessment can be made about your eligibility for ECO4 and Great British Insulation Scheme Flex.

If you do provide this information then the surveyor will share it with **[Insert LA/DA name]**. **[Insert LA/DA name]** may share your contact and personal details with funding energy suppliers, installers, and Ofgem (the administrator for the schemes). For details of how any individual or organisation will collect and process your data you should contact them directly. Details of how Ofgem may collect and process personal data in connection with ECO4 and the Great British Insulation Scheme are contained in Ofgem’s [ECO privacy notice](https://www.ofgem.gov.uk/publications/eco-privacy-notice)[[2]](#endnote-3) and Ofgem’s [Great British Insulation Scheme privacy notice](https://www.ofgem.gov.uk/publications/great-british-insulation-scheme-privacy-notice#:~:text=Your%20personal%20information%20collected%20under,Standards%20of%20Performance%20and%20the)[[3]](#endnote-4) which are located on the Ofgem website.

You are under no obligation to provide this information. However, if it is not provided then [the surveyor will not be able to refer you to **[insert name of LA/DA]** to benefit from ECO4 or the Great British Insulation Scheme]. If you are unsure about the validity of the surveyor or their offer then please contact:

**[Insert LA/DA Name]**  
**[LA/DA number]**

**[Email@XXXX.gov.uk]**

**TrustMark**

Installers carrying out work for the ECO and the Great British Insulation Scheme must be TrustMark accredited and will have a registration number (except in the case of installers of district heating connections). If you are contacted by an installer, always ask to see their registration credentials. You can check these on the [TrustMark website](https://www.trustmark.org.uk/homeowners/find-a-tradesperson)[[4]](#endnote-5).

The local authority or devolved administration does not endorse the quality of workmanship of specific contractors or installers. If you have any questions about the installation, then please contact:

**[The surveyor]** on **[surveyor’s number]** who works for **[Insert Installer name].**

If you are concerned about the conduct of the surveyor, or your rights as a consumer, please contact Citizen Advice consumer help line on 0808 2231133.

Yours faithfully,

|  |  |
| --- | --- |
| LA/DA signature |  |

**[Insert Name]  
 [Insert Job title]**

1. # **Endnotes**

   More information on the schemes can be found at <https://www.ofgem.gov.uk/environmental-and-social-schemes/energy-company-obligation-eco> and <https://www.ofgem.gov.uk/environmental-and-social-schemes/great-british-insulation-scheme> [↑](#endnote-ref-2)
2. <https://www.ofgem.gov.uk/publications/eco-privacy-notice> [↑](#endnote-ref-3)
3. <https://www.ofgem.gov.uk/publications/great-british-insulation-scheme-privacy-notice#:~:text=Your%20personal%20information%20collected%20under,Standards%20of%20Performance%20and%20the> [↑](#endnote-ref-4)
4. <https://www.trustmark.org.uk/homeowners/find-a-tradesperson> [↑](#endnote-ref-5)